



**CYBER SECURITY FOR DIGITAL PAKISTAN / NCERT**

**(NATIONAL CYBER EMERGENCY RESPONSE TEAM)**

**TENDER DOCUMENT**

**FOR PROCUREMENT OF ITEMS & SERVICES**

**FOR**

**DIGITAL FORENSICS & SCREENING LABS**

**GOVERNMENT OF PAKISTAN**  
**CYBER SECURITY FOR DIGITAL PAKISTAN/nCERT**  
**(NATIONAL CYBER EMERGENCY RESPONSE TEAM)**

**INVITATION TO BIDS**

1. Cyber Security for Digital Pakistan /nCERT invites bids for “**Procurement of Items & Services for Digital Forensics and Screening Labs**” for which electronic bids are invited under Single Stage-Single Envelope bidding procedure through **e-PADS Version 2.0** from the firms/ companies registered with Income Tax, Sales Tax Departments, which are on FBR’s Active Taxpayer’s List (ATL).
2. The prospective service providers are required to submit their electronic bids including technical and financial proposals along with the Bid Security instrument amount equivalent to the sum of total bid security amount given item-wise in e-PADS Version 2.0, submitted in favor of Project Director, CSDP/NCERT (FTN/NTN: 9012000-7) through PPRA e-PADS Version 2.0, on or before **07 May 2026 11:00 AM**.
3. E-Bidding documents, containing detailed terms & conditions, specifications and requirements etc. are available on e-Pak Acquisition and Disposal System (e-PADS) at <https://vendors.epads.gov.pk/>.
4. E-bids will be opened using e-PADS v2.0 on the same day at **07 May 2026 11:30 AM** in the presence of representatives of the bidders. Manual submission of Bids shall not be entertained.
5. Original Bid security instrument MUST be submitted to the undersigned before closing hours of the bid submission time otherwise respective bid will not be opened.
6. Bidding documents can be accessed from the website of National Computer Emergency Response Team (<https://pkcert.gov.pk/>) as well as on PPRA website.
7. As per PPRA Rules 33(1), 2004, National Computer Emergency Response Team (nCERT) has the right to reject any or all bids/ proposals at any time prior to the acceptance of a bid/proposal.

Project Director  
Cyber Security for Digital Pakistan/nCERT  
L- Block Pak Secretariat, Islamabad  
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Email: [bid@pkcert.gov.pk](mailto:bid@pkcert.gov.pk)  
Website: (<https://pkcert.gov.pk/>)

## 1. **BACKGROUND**

“Cyber Security for Digital Pakistan”, is a PSDP project sponsored by Ministry of Information and Technology (MoITT) and executed by National Telecommunication & Information Technology Security Board (NTISB). The project “Cyber Security for Digital Pakistan” is a pre-requisite for the Digital Pakistan initiative addressing current National cyber security gaps and concerns. This project will provide cyber security and digital initiative support to public/private/defense sector organizations/institutes at national level. In pursuance, Project Director is looking to procure Digital Forensics and Screening Items and Services for PKCERT HQ’s Office at Block-L Pakistan Secretariat Islamabad.

## 2. **GENERAL TERMS & CONDITIONS**

- a) Bidders having presence in Pakistan independently or through a joint venture, consortium, authorized agent, or dealer, and possessing valid NTN and GST registration, while being on the Active Taxpayers List of the FBR, are invited to participate.
- b) The bidding shall be conducted through an open, competitive, and transparent process in accordance with the Public Procurement Regulatory Authority Ordinance, 2002, and the rules, regulations, and guidelines made thereunder.
- c) Bids must be submitted online through e-Pak Acquisition & Disposal System (e-PADS V 2.0) by closing date. Manual bids will not be accepted.
- d) Bidders may bid on an item-wise basis through the **Single Stage - One Envelope** Procedure under Rule 36(a) of the Public Procurement Rules, 2004.
- e) The prospective bidders shall submit their electronic bids through the e-PADS portal, along with the required scanned copy of the Bid Security.
- f) The Client reserves the right to award the contract for all items or selected items to one or more successful bidders. The Client reserves the right, at its sole discretion, to increase or decrease the quantity of any item(s) proposed for procurement, at any stage of the procurement process, without thereby incurring any liability to any bidder. The Client reserves the right to cancel, withdraw, omit, or reject any or all item(s) included in this RFP, in whole or in part, at any time prior to award, without prior notice and without assigning any reason.
- g) Issuance of any Purchase Order(s) pursuant to this RFP shall be strictly subject to the availability and release of requisite funds by the competent authority.
- h) The date for opening bids may be changed, rescheduled, or deferred by the Client, as deemed necessary, subject to completion of the responsiveness / technical evaluation process and resolution of any related queries, objections, or clarifications.
- i) The bidder’s name shall appear on the Active Taxpayers List (ATL) of the FBR for Income Tax and Sales Tax, or on the ATL of the relevant Provincial Revenue Authority for Sales Tax, as applicable, on the date of bid submission and continuously throughout the contract period, in compliance with the Eligible Bidders (Tax Compliance) Regulations, 2015.
- j) Bids shall be submitted in the English language only.

- k) All prices shall be quoted in Pakistani Rupees (PKR) in the bid and shall be inclusive of all applicable taxes, duties, levies, and charges, including GST, where applicable. The amount shall be stated both in figures and in words.
- l) The quoted rates shall remain valid for one hundred eighty (180) calendar days from the date of opening of bids.
- m) Each bidder shall nominate a focal person to act as the primary Point of Contact (PoC) for all correspondence with the Client.
- n) Bidders may submit proposals for individual items or for multiple items, and technical evaluation shall be carried out on an item-wise basis. The Client shall not entertain incomplete, partial, conditional, or ambiguous bids.
- o) The bidders shall bear all costs and expenses associated with the preparation and submission of their bids, and the Client shall in no case be responsible or liable for such costs or expenses, including visit, transportation, or carriage expenses.
- p) The successful bidder shall be responsible for payment of any duties, taxes, levies, and other charges imposed by the Government of Pakistan during the period of supply, delivery, installation, commissioning, and support, unless otherwise provided by law.
- q) Taxes shall be deducted from payments at the rates prescribed under the tax laws of Pakistan.
- r) Bidders shall clearly indicate the delivery timelines for the proposed goods. Unless otherwise approved by the Client, the expected delivery timelines shall be: **Four (4)** for inland items; and **Eight (8) weeks** for imported items, from the date of issuance of the Purchase Order or signing of the contract, as applicable.
- s) The supplied products must be genuine, brand new, unused, and supplied in original OEM packing. The products must be sourced through verifiable, legitimate, and authorized distribution or sales channels. The products must be of commercial-grade or enterprise-grade quality suitable for continuous official and office use. The products must be from an established branded OEM / manufacturer with proven support and after-sales service availability in Pakistan.
- t) The supplied hardware items shall have at least one (1) year's comprehensive onsite warranty, including parts, unless otherwise specified. Software, subscription, license-based items shall have support, subscription, update, and maintenance coverage of two (2) years, or such longer period as may be specified in the relevant item table.
- u) Only those documents which are specifically required in original hard form under this RFP, including the original Bid Security instrument, shall be submitted physically. No separate hardcopy bid submission shall be required unless expressly stated in the bidding documents.

### **3. SCOPE OF WORK**

- a) The scope of work includes items and services listed in Annexure-I.

### **4. EVALUATION CRITERIA**

- a) Only the bids received from bidders meeting the following requirements, will be considered for technical and financial evaluation.

Sr. #	Requirement / Document to be Attached	Compliance? Yes/ No
1.	The bidder bears <b>Sales Tax Registration</b> and <b>Income Tax Registration</b> .	
2.	The bidder is an <b>Active Taxpayer</b> on the <b>FBR Active Taxpayers List</b> .	
3.	The bidder has uploaded a scanned copy of the <b>Bid Security</b> on e-PADS and submitted original <b>Bid Security</b> instrument, in the form of a Bank Draft or Pay Order, in favor of “Project Director – Cyber Security for Digital Pakistan” at the NCERT Office on or before the bid submission deadline. (Failure to submit the original Bid Security instrument by the prescribed deadline shall render the bid liable to rejection.)	
4.	Bidder has submitted an undertaking on non-judicial stamp paper to the effect that the bidder itself, including its sister concerns, subsidiaries, affiliated entities, or associated companies, has not been blacklisted by any Government, Semi-Government, autonomous body, regulatory authority, or private institution.	
5.	The Bidder or OEM has an established office in Pakistan, or an authorized local partner/distributor with a sales and service support center in any one of the major cities of Pakistan.	
6.	The Bidder has been in IT business, sales, support, maintenance etc. for at least three years.	
7.	The bidder demonstrates sound financial standing sufficient to meet its contractual obligations. For this purpose, the bidder shall provide <b>duly audited bank/financial statements for the last three (3) years</b> .	
8.	For proposed hardware items, the vendor shall submit a verified MAL certificate, <b>where applicable</b> . Failure to furnish the same, where required, may render the bid non-responsive.	
9.	All proposed solutions shall be <b>branded OEM products</b> with clearly identified make, model, and part number(s). <b>Non-branded, white-box, refurbished, reconditioned, grey-market</b> , or unverifiable solutions shall not be accepted.	
10.	The following documents/evidence shall be attached in support of the bid: <ul style="list-style-type: none"> <li>• Copies of NTN registration;</li> <li>• Registration with the Income Tax and Sales Tax authorities;</li> <li>• Bidder Undertaking</li> <li>• Experience certificates;</li> <li>• Authorized Partner Certificate / OEM Certificate, where applicable;</li> <li>• Bank/financial statements;</li> <li>• MAL certificate, where applicable.</li> </ul>	

b) The final evaluation score shall be calculated as per the following formula:

$$\text{Final Score (100\%)} = \text{Technical Evaluation Marks (70\%)} + \text{Financial Evaluation Marks (30\%)}$$

The bidder scoring maximum marks in final evaluation will be awarded the contract.

c) For qualifying bidders, the technical evaluation shall be done as per following criteria:

<b>Technical Evaluation Criteria (70%)</b>			
S.No	Requirement	Criteria	Max Score
1	Company presence in Pakistan	Head Office in Pakistan (5) Branch Office in Pakistan (3) Partner in Pakistan (2)	5
2	Company presence in Islamabad/ Rawalpindi	Head Office in Isl/Rwp (5) Branch Office in Isl/Rwp (3) Partner in Isl/Rwp (2)	5
3	Years of experience in IT business	7+ years (10) 6-7 years (8) 3-5 years (6)	10
4	Experience of similar projects/services	6+ projects (10) 4-6 projects (7) 1-3 projects (4) No relevant experience (0)	10
5	Solution presentation, demonstration, understanding of the required services/items, deployment plan, proposal, types and level of services/items provided etc. as per requirements in Annex-I	Subject to proposed offerings or alignment with technical requirements	70

- The bidders need to score at least 70% marks in technical evaluation to technically qualify for financial evaluation.
- Note: For evaluation consistency, the item-wise technical scores (out of 70) shall be proportionately normalized to a 40-mark scale and averaged across all quoted items to derive the final technical score for EPADS submission.

d) For technically qualified bidders, the financial evaluation shall be done as per following criteria:

**Financial Evaluation Score (30%) = (Amount quoted by the lowest bidder/Amount quoted by the evaluated bidder) x 30**

## **5. DISQUALIFICATIONS & FRAUDULENT PRACTICES**

- a) Proposals / bids shall be liable to rejection in case of deviation from the instructions contained in the bidding documents, including but not limited to the following:
  - a. False, incorrect, incomplete, or misleading submission of any affidavit, undertaking, certificate, statement, document, or declaration.
  - b. Bid is submitted without the required scanned copy of the Bid Security through e-PADS, or the original Bid Security instrument is not submitted within the prescribed time.
  - c. Offers are received after the specified date and time, or are submitted through any mode other than the prescribed e-PADS procedure.
  - d. Technical specifications, mandatory requirements, or other requirements are not properly adhered to, or the offered item(s) materially differ from those given in the bidding documents.
  - e. Required GST / STN and NTN documents are not attached.
  - f. Bidder is not on the Active Taxpayers List (ATL) of FBR, or of the relevant Provincial Revenue Authority for sales tax, as applicable.
  - g. Required sales, service, support, or authorized representative arrangements in Pakistan are not available, where such local presence / support is required in the bidding document.
  - h. Quoted items, software, subscriptions, licenses, hardware, systems, or solutions are under-rated, non-compliant, non-branded, refurbished, reconditioned, grey-market, unverifiable, or otherwise unacceptable under the bidding document.
- b) For the purposes of this bidding document, corrupt and fraudulent practices shall be interpreted in accordance with PPRA Rules, 2004, and other applicable laws, rules, regulations, and policy directions issued by the competent authority.
- c) If any bidder, contractor, supplier, or its representative is found to have engaged in corrupt, fraudulent, collusive, coercive, misleading, or obstructive practices in connection with the procurement process or contract execution, the client may reject the bid / proposal, forfeit the Bid Security or Performance Bank Guarantee, cancel the contract, and initiate any other action permissible under the applicable rules, including blacklisting proceedings where warranted.

## **6. REDRESSAL OF GRIEVANCES**

- a) Redressal of grievances and settlement of complaints shall be governed by Rule 48 of the Public Procurement Rules, 2004.
- b) The mere fact of lodging a complaint shall not, by itself, warrant suspension of the procurement process unless otherwise required under applicable rules or lawful directions of the competent forum.
- c) Any bidder feeling aggrieved may lodge a written complaint in the manner and within the time prescribed under the applicable PPRA rules.

## **7. PERFORMANCE BOND**

- a) The successful bidder shall be required to deposit in the form of a Bank Guarantee, a Performance Bond equivalent to ten percent (10%) of the contract value, within fifteen (15) calendar days of

issuance / acceptance of the Award Letter or before signing of the contract, whichever is prescribed in the contract documents.

- b) This Bank Guarantee shall be issued by a scheduled bank operating in Pakistan and shall remain valid until one (1) year after fulfillment of all contractual obligations, including warranty / support obligations, unless a different validity period is expressly specified in the contract.
- c) The Bid Security of the successful bidder shall be retained until submission of the required Performance Bank Guarantee. The Bid Security of unsuccessful bidders shall be returned in accordance with the applicable rules and the bidding document.
- d) The Performance Bank Guarantee shall be furnished in one consistent form as prescribed in the bidding document and in favor of “Project Director – Cyber Security for Digital Pakistan”.
- e) If the contractor fails to supply, deliver, install, configure, commission, support, or otherwise perform the contract in accordance with the contract terms, or provides under-rated, under-quality, non-compliant, non-branded, or otherwise unacceptable items, software, licenses, subscriptions, solutions, or support services, the Performance Bank Guarantee may be forfeited, wholly or partly, and the contract may be cancelled, without prejudice to any other remedy available under the contract or the applicable rules.
- f) Without limiting the generality of the foregoing, the following may also lead to forfeiture of the Performance Bank Guarantee and cancellation / termination of the contract, as applicable: false, incorrect, or misleading submission of any undertaking, affidavit, or document; default under the contract; failure to fulfill contractual obligations; violation of any material term or condition of the contract; and/or initiation of blacklisting proceedings by the Procuring Agency in accordance with the applicable rules.

## **8. AWARD OF CONTRACT**

- a) Work shall be awarded on an item-wise basis under the Single Stage – Single Envelope Procedure, in accordance with the applicable PPRA rules and the bidding document.
- b) The contract shall be awarded to the bidder offering the lowest evaluated price for the relevant item from among the bids found technically responsive / technically qualified, in accordance with the bidding document and applicable PPRA rules.
- c) In the event that two or more bidders quote the same evaluated lowest price for an item, the Procuring Agency may proceed in accordance with applicable PPRA rules and the bidding document, including obtaining best and final monetary offers through e-PADS v2.0, where applicable.
- d) In case of refusal or failure by the successful bidder to sign the contract or furnish the required Performance Bank Guarantee within the prescribed time, the Procuring Agency may proceed in accordance with the applicable PPRA rules and the bidding document against the next lowest evaluated technically qualified / technically responsive bidder.
- e) Delivery timelines, installation, commissioning, and acceptance requirements shall be governed by the relevant provisions of the bidding document and the contract.

## **9. IMPLEMENTATION & PAYMENT SCHEDULE**

- a) Release of payment shall be subject to verification of delivery, installation, commissioning, acceptance, and fulfillment of contractual requirements, as applicable.
- b) In exceptional circumstances, advance payment may be made at the sole discretion of the Client, subject to the successful bidder furnishing a 100% Advance Payment Guarantee. Such payment shall be approved by the competent authority in accordance with applicable rules and regulations.
- c) Payment shall be made against duly submitted invoices / bills, delivery documents, installation / commissioning certificates, and acceptance documents, in accordance with the following schedule, unless otherwise stated in the contract.

Sr. No.	Milestones	Time Period	Payment
1.	Supply, delivery, installation, configuration, and commissioning of equipment, software, subscription, solution, as applicable	4 weeks for inland items, and 8 weeks for imported items, from the date of issuance of Purchase Order or signing of contract, as applicable	40%
2.	Successful testing, inspection, acceptance, handover of deliverables, and submission of all required documentation	4 weeks from installation, configuration, commissioning, or as confirmed by the Procuring Agency	60%

## **10. CONTACT INFORMATION**

- a) Bidders may seek further information or clarification regarding the Bidding Document within **seven (7) calendar days** of the issuance/publication of the Invitation to Bids, via following channels:

Address: nCERT, L- Block, Pak Secretariat, Islamabad.

Telephone: 051-9203421-22

Email: [bid@pkcert.gov.pk](mailto:bid@pkcert.gov.pk), [dirlabs@pkcert.gov.pk](mailto:dirlabs@pkcert.gov.pk)

## TECHNICAL SPECIFICATIONS / REQUIREMENTS

### 1. Lab Accreditation & Capability Enhancement Services (Qty = 01)

#### Item Category: Services

- The bidder shall provide the following:
  - Gap assessment of existing services, workflows, procedures etc. against relevant international standards and best practices
  - Develop maturity roadmap with recommendations, covering proposed architecture, network segmentation, security hardening, SOPs, physical layout/zoning, tool validation and configuration, procedural infrastructure, internal audit, etc to ensure and demonstrate certification/accreditation readiness through mock reviews/assessments, accompanied by closure of gaps
  - Operationalization of SOPs, procedures etc. within lab workflows
  - Documentation review and refinement in accordance with international standards/practices
  - Workforce competency review and enhancement through technical certification

### 2. Integration and Maintenance Services (IT Equipment and Tools) (Qty = 01)

#### Item Category: Services

- The bidder shall provide **two (2) years on-prem support services covering integration and maintenance of IT equipment and tools.**
- The bidder shall be required to do the following:
  - Provide installation, integration, configuration, preventive maintenance, corrective maintenance, troubleshooting, and support services for IT systems, networking infrastructure, and hardware equipment maintained by the client.
  - Perform patching, firmware/software updates, interoperability setup, operational optimization, and provide preventive and corrective maintenance, troubleshooting, and ongoing support services for the deployed IT and networking infrastructure.
  - Design, supply, and implement necessary supporting infrastructure within the server room, including but not limited to power distribution, cooling, ventilation, rack arrangements, and other environmental and facility requirements etc.
- The services shall cover servers, storage, desktops / workstations, networking devices, security devices, peripherals, and associated hardware/software components etc.
- The bidder shall provide fault diagnosis, repair, replacement support, health checks, and service reporting.
- The bidder shall provide asset / inventory records, maintenance logs, configuration records, incident records, and service documentation.
- The bidder shall ensure coordination with OEM / principal / authorized partner for warranty claims, support escalation, and timely issue resolution.
- The bidder shall provide technical handover, preventive maintenance schedules, and service response / escalation procedures.
- All tools, testing instruments, transportation, and incidental requirements for service delivery shall be included.

### 3. Portable Internet Devices (Qty=10)

#### Item Category: Hardware

- Portable internet connectivity device suitable for mobile broadband access in field, office, and temporary deployment environments, with **one (1) year** pre-paid subscription fee.
- The offered device shall support operation with local cellular / mobile data networks such as **4G LTE / LTE-A**, and **5G preferred where available**, through commonly used service providers including **Zong, Jazz, Ufone** or equivalent.
- The device shall support **portable hotspot / MiFi / wireless internet sharing** functionality for multiple users or devices.
- The offered unit shall support **SIM-based connectivity** and be compatible with locally available network bands and telecom operators in Pakistan.
- The device shall provide stable and reliable internet access for laptops, tablets, mobile devices, and other portable field equipment.
- The offered unit shall support **internal rechargeable battery operation** for portable use, with charging through standard AC adapter and/or USB power.
- The device shall support standard security features such as **WPA2 / WPA3 wireless security**, password-protected access, and basic device management.
- The solution shall be complete with all required accessories, including charger, cable, battery where applicable, user documentation, and carrying accessories if standard.
- The bidder shall provide an official OEM warranty of minimum **one (1) year**, or standard OEM warranty, whichever is higher.
- The bidder shall ensure local support for replacement, troubleshooting, and warranty facilitation.

### 4. 85-Inch Professional Display / LED Panel (Qty = 02)

#### Item Category: Hardware

- Minimum **85-inch** professional display / LED panel with Minimum **4K UHD resolution**.
- Suitable for conference room, monitoring, presentation, and collaborative technical use.
- LED-backlit display with high brightness, anti-glare front, and wide viewing angles.
- Minimum HDMI and USB connectivity; additional DisplayPort / LAN / wireless casting support preferred.
- Integrated audio or compatible external audio output support.
- Suitable for wall mount and/or floor stand installation, as required.
- Supplied complete with power cable, remote, wall-mount / installation accessories, and all required connectivity items.
- Minimum **one (1) year OEM warranty**.
- Installation and commissioning shall be included.

## 5. Shoulder Bags / Brief Cases (Qty = 10 )

### Item Category: Accessories

- Protective shoulder bags / brief cases for field staff to carry computing machines, SSDs, small tools, adapters, cables, and related accessories.
- Compact, durable, and portable design suitable for laboratory and field use.
- Hard-shell, semi-hard, or padded construction with shock protection and internal compartment segregation.
- Suitable storage arrangement for SSDs, flash media, cables, adapters, screwdrivers, and small technical tools.
- Secure zipper / latch closure and easy-carry design.
- Preferably water-resistant / dust-resistant outer material.
- Supplied ready for operational use.